

CONTENT AREA

Open Enrollment Appeals Process

ISSUE/QUESTION

What is the process for employees who

- Believe there was an error with their enrollment
- Did not enroll during the Open Enrollment period
- Believe there is an extenuating circumstance in which their choices must be changed

ANSWER

Any employee who feels they belong in any one of the above categories may request an appeal through the ADOA Benefits Office.

To appeal, an employee must:

- Submit a letter to his/her agency benefits liaison or directly to ADOA at the below address
- Submit an email to his/her agency benefits liaison or directly to ADOA at oeappeals@ad.state.az.us

The request must include:

- the employee's name
- EIN # or social security number
- telephone number
- a detailed explanation of the employee's situation
- the action that is requested and
- the basis for the appeal

If the appeal is sent through the agency benefits liaison, the agency benefits liaison should review the appeal, add any comments the liaison believes are relevant to the appeal and submit the appeal packet (which should include the employee's written appeal, all relevant documents and the liaison's comments, if any) to:

ADOA Benefits
Attn: Sydney Standifird
100 N. 15th Avenue, Suite 103
Phoenix, Arizona 85007

If the appeal is sent directly to the ADOA Benefits Office, the agency liaison may be contacted for more information.

Requests for appeals will be accepted from September 15, 2004 to October 22, 2004. This will give employees ample time to examine their paychecks to ensure that their choices were recorded correctly.

Employees and their agency benefits liaisons will be notified of the outcome of their appeal.

RATIONALE/EXPLANATION

Benefit liaisons should remind all employees to carefully review their mid-October paychecks to ensure that their open enrollment elections have been correctly processed.

Employees should confirm the following:

If they have elected Vision, there is a deduction for *AVESIS and that the deducted amount corresponds to the category (i.e., single or family) selected.

If they have elected Dependent Supplemental Life, there is a deduction for DEP LIFE, and the premium deduction matches the election amount.

If they have elected Short Term Disability, there is a STD STND deduction.

If they have elected Dental, the correct dental carrier is listed and the deducted amount corresponds to the category (i.e., single or family) selected.

If they have elected Medical, there is a deduction for the Medical plan and the deducted amount corresponds to the category (i.e., single or family) selected.

If they have elected a Flexible Spending Account for Dependent Care costs, there is a deduction for *DCRA and the correct amount has been deducted. Dependent Care is generally limited to the care of a minor child or disabled dependent. Employees should ensure that they are eligible for this account type. They may check the ASI website (www.ASIFLEX.com.) for a complete definition of "qualifying dependent."

If they have elected a Flexible Spending Account for Medical costs, there is a deduction for *AMRA and the correct amount has been deducted.

If they have elected, increased or decreased their Supplemental Life insurance, there is a deduction for SUPPL LIFE and the correct amount has been deducted. Premiums are based on the employee's age category as of October 1, 2004. Employees whose supplemental life election exceeds \$35,000 should confirm that there are two premium deductions *suplife sup life

Historically, employees have been advised, via a payroll stuffer, to check the deductions on their mid-October paychecks. Given that there will be no payroll stuffer this year, it is critical that benefit liaisons advise their employees, by all available means, to check their deductions.

AUTHORITY

ADOA Benefits Office

ISSUED

September 13, 2004

***Indicates pretax deduction**